



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

**ASSOCIATE GOVERNMENTAL PROGRAM ANALYST/
STAFF SERVICES ANALYST
AGPA - \$4,400-\$5,348 / SSA - \$2817- \$4446
COMMUNITY PROGRAMS BRANCH
OFFICE OF THE OMBUDSMAN
SACRAMENTO**

RESPONSIBILITIES:

Under the general supervision of a Staff Services Manager I, the Associate Governmental Program Analyst/Staff Services Analyst performs analytical work in support of the established objectives of the Office of the Ombudsman, specializing in legislative liaison constituent services assistance. The incumbent resolves customer complaints and represents the Department at community events, assists the Ombudsman team with data flow and input, handles incoming mail and faxed consumer requests. Tracks and completes all Governors requests. Tracks and analyzes date data and assistance speed for Ombudsman annual report. Performs research and develops innovative solutions seeking to improve the Department of Insurance's level of service provided to California's insurance consumers, including the formation and coordination of new and existing department-wide programs and projects as directed by the Ombudsman.

DESIRABLE QUALIFICATIONS:

- At least six months of work experience with or for a legislative entity
- Demonstrated ability in public service; community relations, constituent casework and interaction with the public
- Ability to read and interpret California statutes
- Effective communication skills, both orally and in writing
- Proven aptitude working with various computer databases and software such as Microsoft Excel and Access
- Excellent public relations and communications skills
- Ability to maintain a courteous and professional demeanor at all times
- Demonstrated ability to handle sensitive and confidential issues and materials
- Ability to gather and analyze data; reason logically, draw valid conclusions and make appropriate recommendations
- Participate effectively in conferences and working groups
- Knowledge of research techniques
- Strong interpersonal and organizational skills
- Demonstrated dependability, punctuality, and excellent attendance
- Ability and flexibility to work with minimal supervision

12/20/12SS

DO NOT SUBMIT APPLICATIONS TO CalHR

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.



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WHO MAY APPLY:

Applications will be accepted from current State employees at the Associate Governmental Program Analyst/Staff Services Analyst level, those within transfer range, or individuals who have list eligibility. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.***

STATEMENT OF QUALIFICATIONS:

All interested candidates must submit a completed standard State of California application and a "Statement of Qualifications" in order to be considered for this position. The Statement of Qualifications is a narrative discussion of your education, training, experience, and skills as it relates to the desirable qualifications listed above. The Statement of Qualifications serves as documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length. **Resumes do not take the place of the Statement of Qualifications. Applicants who fail to submit the Statement of Qualifications will be eliminated from the selection process.**

APPLICATION PROCEDURE:

Send a completed standard State of California application and a "Statement of Qualifications" to Maria Scriven, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, Suite 1300, Sacramento, CA 95814. **Please indicate "ASSOCIATE GOVERNMENTAL PROGRAM ANALYST #413-181-5393-001 or STAFF SERVICES ANALYST #413-181-5157-XXX" on the State application.** For additional information, please contact (916) 492-3309 or maria.scriven@insurance.ca.gov

FINAL FILING DATE: Monday, December 31, 2012 by 5:00PM Close of Business

NOTE: Interested individuals, including list eligibles, must submit applications in order to be considered for this position. Possession of minimum qualifications will be verified prior to interview and/or appointment. If it is determined an applicant does not meet the minimum qualifications, the application will be forwarded to CalHR for review and the applicant's name may be removed from the eligibility list. If you are applying for more than one recruitment, a separate State Application (STD 678) is required for each recruitment for which you would like to be considered.

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